Issue of inflated bills by MTNL

3746. SHRI R.K. ANAND: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware of issuing of inflated bills by MTNL;

(b) if so, the reasons therefor;

(c) whether Government have any proposal to inquire into the matter and to refund the excess money charged to the consumers of MTNL; and

(d) whether a large number of MTNL subscribers have switched on to private telephone companies and if so, the number of subscribers that have left MTNL so far?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Sir, there are excess billing complaints from customers of MTNL, which is approximately 0.12% of the bills issued, which is around the TRAI norms of not more than 0.1.

(c) MTNL is already having a system for analyzing the excess billing complaints and refunds also being given in genuine cases.

(d) No such data of MTNL customers who have switched to private telephone companies is available. However, migration of consumers from one operator to another is a phenomena faced by telephone companies including MTNL as wide options are available to the consumers.

Computerisation of post offices in Gujarat

†3747. SHRIMATI SAVITA SHARDA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of Post Offices in the State of Gujarat in which computers had been installed during the last three years and the registered mails sent through them; and

(b) the total number of post offices proposed to be computerized in the States during the current financial year?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) During the last three years i.e. 2002-2003, 2003-2004 and 2004-2005 computers

†Original notice of the question was received in Hindi.